

IT Professional Technical Services Master Contract Program T#:902TS

Statement of Work (SOW) For Technology Services Issued By

**MN.IT Services on behalf of the
Minnesota Board of Nursing**

**Project Title: System Modifications for Criminal
Background Check Processing**

**Service Categories: Server – Application
(Design & Development)**

Business Need

The mission of the Minnesota Board of Nursing is to protect the public's health and safety through regulation of nursing education, licensure and practice.

A new Minnesota Statute created a new requirement for the Board to conduct Criminal Background Checks (CBC's) as part of its licensure process. The board currently operates a .Net web based application that provides applicants for licensure the capability to apply online. This system gathers required data from the applicant and, in conjunction with the State's payment processor, US Bank, collects fees associated with the application. The Board's online services will need to be modified to process the additional fee required for the CBC and deposit it in a separate account created for this purpose. The system also provides applicants with the capability to check the status of their application online. The Board's online services need to be modified to display additional status information to the applicant related to the CBC.

The Board's internal (back office) system allows the Board's staff to input data and process fees for applications received on paper application forms. The back office system also provides checklist functionality to the staff that allows them to see the status of checklist items and update the items based on the user's permissions. The Board needs to modify this system to handle the new CBC related checklist items, process related fees, and other changes to support this process.

The Board is seeking qualified developer or developers who have the programming skills and experience to modify the Board's front office and back office systems to meet the statutory requirements. The estimated hours to complete the project are approximately 400 to 450.

Project Deliverables

The required deliverables are:

- Provide a Project Plan, which defines the developer's approach and a timeline for completing the programming and testing within the Board's goals.
- Work with MN.IT staff at HLB (health licensing boards) to test the changes before deployment to production systems.
- Accomplish programming to update the board's systems to meet the following requirements.

Online Services

Licensure By Exam and Licensure By Endorsement

1. Add an item on the payment information screen to display the CBC fee
2. Add the CBC fee to the total fee with the Board's fee and E-License Surcharge to calculate the total
3. Add text in the instruction area to explain the fee and the process and also inform the applicant to expect a fingerprint card in the mail
4. Transmit information on the additional fee to US Bank. Funds will be deposited against a separate resource code (to be provided before development begins) just as the board currently does with the E-License Surcharge
5. Update the applicant's status screen to display the following information regarding the CBC process
 - a. Fingerprint card sent to applicant
 - b. Fingerprint card received from applicant
 - c. CBC Released
6. Update the web applications to insert the new checklist items described in item 1 in the MBN-Infosystem section below

MBN-Infosystem

Licensure By Exam and Licensure By Endorsement

1. Add five new checklist items to the License By Exam screen (the checklist)
 - a. Fingerprint card and consent form sent to applicant
 - b. Completed fingerprint card received from applicant
 - c. Completed consent form received from applicant
 - d. Fingerprint card and consent form sent to BCA
 - e. CBC Result returned from BCA
 - i. Result returned unreadable; fingerprint card and consent form resent to BCA, no charge
 - ii. Result returned unreadable; fingerprint card and consent form resent to BCA, CBC fee charged to applicant (deposit needed)
 - f. CBC Released
2. The active block for each item must be checked by default
3. The fulfilled block for each item may only be checked by a staff member – never automatically
4. Incorporate changes to the level 3 validation process to incorporate items 1,2, and 3
5. If possible, set permissions such that only a user with the role "CBC Specialist" may check new items d, e and f
6. Customer service staff or CBC specialist may check new items a, b and c. Include all other process changes needed to complete the issue of a license
7. Other checklist items can continue to be processed and checked off while waiting for the CBC process to complete. However a license should never be issued until requirements are met including new items a – f
8. Record the date fulfilled as with other checklist items

Licensure by Endorsement special requirement

1. Add logic to allow a temporary permit request to be processed and a permit issued if new checklist items a, b and c are complete
2. A license still may not be issued until all six new items are complete

Fee processing

1. Update the MBN-Infosystem to accept and deposit the CBC fee into the new resource code that will be provided for this purpose (same as for Online Services). This fee processing will be a similar process as currently used for the E-License Surcharge

Retake Checklist addition

1. Add box for CBC Released – the CBC Specialist will need to monitor and determine if a new CBC is needed based on the amount of time passed since the first CBC. Will also need to add fee piece for retake if determined to need a new CBC

Post deployment support

1. The selected vendor will provide support for the system to include bug fixes and code defects for 30 days following the go live date

Project Milestones and Schedule

- Estimated start date: April 28, 2014
- Development, validation, testing completed: August 29, 2014
- Go Live to production: September 1, 2014
- Post production support: September 1, 2014 to September 30, 2014

The term of any resulting work order will be limited to a term not greater than one-year from the date of final execution anticipating the completion of the existing master contract. The State reserves the right to transition any resulting work order to the new master contract program subject to its terms and conditions which will replace the current program. If such a transition is not possible, the contracting entity will work with MN.IT and the Department of Administration to review options to enable the continuation of the services being provided to the extent possible.

Project Environment (State Resources)

- The executive Shirley Brekken, Executive Director of the Minnesota Board of Nursing, is the projects executive sponsor.
- A project manager will be appointed by the State prior to project being started.
- It is expected that the selected contractor will work onsite at the Board's office location unless offsite work is determined suitable by the state designated project manager and with the agreement of the project sponsor.
- The selected contractor will work side by side with MBN/MN.IT staff assigned to the project.
- MBN will provide appropriate network and system access for onsite work needs.

Agency Project Requirements

- The selected contractor's work must comply with project standards
- The selected contractor should coordinate his/her work schedule with the state's project manager and stakeholders from the board.

Responsibilities Expected of the Selected Contractor

- The selected contractor will follow the MN.IT Services at MMB change management process, and report to the project manager and project sponsor.
- The selected contractor must work collaboratively with state staff to assure that he/she understands the board's business processes and statutory requirements.
- The selected contractor will be required to sign a confidentiality agreement in which they agree to protect data according to state and federal mandates and the Data Practices Act.

- The selected contractor should attend project status meetings with the project manager and other state staff to provide updates on the project progress, to discuss any functionality issues and/or ideas that may positively or negatively impact the deliverable.

Required Skills

- 7+ years Microsoft Visual Studio, ASP, .NET/ VB.NET development and .NET framework;
- Experience in Microsoft SQL Server, Transact SQL, stored procedures and data transformation packages;
- 5+ years web services, JavaScript, HTML, XML development;
- 7+ Strong background in Power Builder, particularly version 7.

Desired Skills

- Bachelor's degree in Information System/Computer Science;
- Familiar with Microsoft Team Foundation Server;
- Ability to design interface and code, based on written business requirements and defect reports;
- Ability to work efficiently and effectively with the state staff;
- Excels in oral communication and in creating documentation.

Process Schedule

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| • Deadline for Questions | April 1, 2014, 4:00 p.m. CT |
| • Anticipated Response to Questions | April 4, 2014, 4:00 p.m. CT |
| • Proposals due | April 11, 2014, 2:00 p.m. CT |
| • Anticipated proposal evaluation begins | April 14, 2014 |
| • Anticipated proposal evaluation & decision | April 18, 2014 |

Questions

Any questions regarding this Statement of Work should be submitted via email by April 4, 2014, 4:00 p.m. CT to:

barry.smith@state.mn.us
Barry Smith
MN.IT @ Health Licensing Boards

The subject line of the response e-mail should be: "Question about MBN SOW".

Note that

- Questions sent to any other email address will not be considered.
- All questions regarding this statement of work should be directed only to Barry Smith.
- Questions will be answered by approximately April 4, 2014, 4:00PM CT. Questions and responses will be posted on the board's website at http://mn.gov/buyit/statements/mcp902ts_active.html

Other persons ARE NOT authorized to discuss this SOW or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

Response Requirements

Responses should not primarily consist of standard company marketing information, but should be clear, concise, non-repetitive, professional, well presented information that focuses on addressing the requirements of the Statement of Work as succinctly as possible.

Requirements:

1) Introduction & Company overview:

The responses should include a one page Executive Summary which demonstrates the respondent's understanding of the services requested in this SOW and any problems anticipated in accomplishing the work. Vendor's primary contact person should be included.

2) Resumes of proposed developer(s):

Resumes must address the Required Skills and Desired Skills set forth in this statement of work, education/training records related to software development, experiences with previous clients' information.

3) References:

A list of three references for each developer from his/her previous clients. References must include name, company, title, phone number, and/or e-mail.

4) Required Skills:

The proposal shall demonstrate the developer's knowledge and abilities in the required skills.

5) Cost:

In a separate sheet, please state the company's name, proposed developer's hourly rate, and total cost of the project.

6) Required forms to be included

a) Affirmative Action Certificate of Compliance (if over \$100,000)

<http://www.mmd.admin.state.mn.us/doc/affaction.doc>

b) Affidavit of non-collusion

<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>

c) Certification Regarding Lobbying (if over \$100,000)

<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)

<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

e) Resident Vendor Form (if applicable)

<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

Responses must be received no later April 11, 2014, 2:00 PM Central Time (CT) and must be submitted via email to MN.IT_Contracts@state.mn.us (please note there is an underscore between MN.IT and the word Contracts.) with subject line of the email: SOW Response – MBN CBC Modifications. Responses sent to any other email address will not be considered. It is the responder's sole responsibility to ensure that their submittal is received at the MN.IT_Contracts@state.mn.us email address by the response deadline. Responses received after the deadline will not be considered, regardless of any documentation showing when the response email was sent. Proposals will be evaluated on "best value as specified below

Cost of preparing and submitting proposals

Vendors are responsible for all costs associated with the preparation and submission of a proposal. The State shall not bear any vendor costs related to the SOW, including negotiation costs incurred by the successful vendor.

Proposal Evaluation

All responses received by the deadline will be evaluated by representatives of the board and MN.IT staff at Health Licensing Boards. Proposals will first be reviewed for responsiveness to determine if the minimum

requirements have been met. Proposals that fail to meet minimum requirements will not advance to the next phase of the evaluation. The State reserves the right, based on the scores of the proposals, to create a short-listing of vendors who have received the highest scores to interview, or conduct demonstrations/presentations. Based on the score of the proposals, the state may choose to invite a short-listing of proposers receiving the highest scores to an interview. A 100-point scale will be used to create the final evaluation recommendation.

Mandatory Requirements (Scored as Pass/Fail)

The following will be considered on a pass/fail basis:

1. Proposals must be received on or before the due date and time specified in this solicitation.
2. Proposals must include all the requirements addressed in the "Proposal Content" section.
3. Proposals must demonstrate that the vendor has all skills in the Required Skills section

Evaluation Factors

The factors and weighting on which proposals will be judged are:

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| 1. Company's background, understanding the project approach | 5% |
| 2. Knowledge & experiences with similar projects: | 10% |
| 3. The extent to which vendor is able to perform the Tasks and Deliverables based on the state's valuation against the required and desired skill set | 25% |
| 4. References and interview results (if interviews are conducted): | 20% |
| 5. Cost: | 40% |

This Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected contractor. If the Responder submits information in response to this SOW that it believes to be trade secret

materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/oet/policies-and-standards/accessibility/>

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.